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John W. Kure
Executive Director-External

RECEIVED

November 1, 2002

NOV - 1 2002

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW, TW-A325
Washington, DC 20554

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RE: Qwest ONA Nondiscrimination Report
CC Docket No. 88-2, Phase I, CC Docket No. 96-128

Dear Ms. Dortch:

Pursuant to the FCC Orders' concerning Qwest Communications International, Inc., ("Qwest") ONA Plans, Qwest hereby submits its ONA Nondiscrimination Report for the third quarter of 2002. This report includes both provisioning and maintenance results, and is broken down into the categories as mandated by the FCC in CC Docket 88-2, Phase 1, MO&O on Reconsideration, Appendix B.

This report also includes the categories of Public Access Lines in accordance with CC Docket 96-128, implementing Section 276 of the Telecom Act.

Acknowledgement of date of receipt of this submission is requested. A duplicate of this letter is provided for this purpose.

Please contact me if you have questions

Sincerely,

cc: Ms. Janice Myles

Attachment

¹ See In the Matter of Filing and Review of Open Network Architecture Plans Memorandum Opinion and Order, 5 FCC Rcd. 3103 (1990) and Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd. 3084 (1990). Also See In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, 11 FCC Rcd. 20541 (1996).

11/1/02 Janice rec'd 014
LIS: ABCDE

Quarterly **ONA** Installation Detail Report
Qwest
Third Quarter 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Orders	122440	Average Interval	182221	Average Interval
Due Dates Missed	2426	(In Days)	4484	(In Days)
% Due Dates Missed	1.98%	3	2.46%	4
		0		0
A2 - PBX				
Total Orders	1053	Average Interval	8423	Average interval
Due Dates Missed	19	(In Days)	277	(In Days)
% Due Dates Missed	1.80%	7	3.29%	7
		0		0
A3 - Centrex				
Total Orders	18847	Average Interval	32014	Average interval
Due Dates Missed	464	(In Days)	789	(In Days)
% Due Dates Missed	2.46%	4	2.46%	4
		0		0
A4 - WATS				
Total Orders	28	Average Interval	1060	Average Interval
Due Dates Missed	2	(In Days)	8	(In Days)
% Due Dates Missed	7.14%	4	0.75%	3
		0		0
A5 - Mobile				
Total Orders	0	Average Interval	2	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	4
		0		0
A6 - Feature Group A				
Total Orders	5	Average Interval	92	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	0.00%	3	2.17%	5
		0		4
A7 - Foreign Exchange				
Total Orders	304	Average Interval	711	Average Interval
Due Dates Missed	3	(In Days)	9	(In Days)
% Due Dates Missed	0.99%	2	1.27%	3
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 Third Quarter 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1 - Feature Group B				
Total Orders	0	Average Interval	48	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	17
		0		7
B2 - Feature Group D				
Total Orders	0	Average Interval	2821	Average Interval
Due Dates Missed	0	(In Days)	163	(In Days)
% Due Dates Missed	No Activity	0	5.78%	21
		0		6
83 - DID				
Total Orders	269	Average Interval	5723	Average Interval
Due Dates Missed	10	(In Days)	730	(In Days)
% Due Dates Missed	3.72%	14	12.76%	20
		1		1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 Third Quarter 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Orders	7	Average Interval	104	Average Interval
Due Dates Missed	1	(In Days)	2	(In Days)
% Due Dates Missed	14.29%	9	1.92%	8
		0		0
C2 - Packet Synchronous Access				
Total Orders	27	Average Interval	10196	Average Interval
Due Dates Missed	1	(In Days)	351	(In Days)
% Due Dates Missed	3.70%	22	3.44%	12
		1		6
C3 - Packet Asynchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 Third Quarter 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
D1 - Protective Alarm		
Total Orders	38 Average Interval	197 Average Interval
Due Dates Missed	0 (In Days)	1 (In Days)
% Due Dates Missed	0.00% 7	0.51% 4
	0	0
D2 -Protective Relay		
Total Orders	0 Average Interval	0 Average Interval
Due Dates Missed	0 (In Days)	0 (In Days)
% Due Dates Missed	No Activity 0	No Activity 0
	0	0
D3 -Control Circuit		
Total Orders	0 Average Interval	0 Average Interval
Due Dates Missed	0 (In Days)	0 (In Days)
% Due Dates Missed	No Activity 0	No Activity 0
	0	0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 Third Quarter 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 -Telegraph 75 Baud		
Total Orders	0 Average Interval	51 Average Interval
Due Dates Missed	0 (In Days)	2 (In Days)
% Due Dates Missed	No Activity 0	3.92% 7
	0	0
E2 - Telegraph 150 Baud		
Total Orders	0 Average Interval	1 Average Interval
Due Dates Missed	0 (In Days)	0 (In Days)
% Due Dates Missed	No Activity 0	0.00% 3
	0	0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and **all** missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
Third Quarter 2002

AFFILIATE

ALL OTHERS

F1 -Voice, Non-Switched Line

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

344	Average Interval
0	(In Days)
0.00%	4
	4

F2 -Voice, Switched Line

Total Orders	18	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	0.00%	7
		1

905	Average Interval
61	(In Days)
6.74%	10
	4

F3 -Voice, Switched Trunk

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

1098	Average Interval
78	(In Days)
7.10%	20
	12

F4 -Voice and Tone, Radio Land Line

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

6	Average Interval
1	(In Days)
16.67%	9
	9

F5 - Data, Low Speed

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

142	Average Interval
1	(In Days)
0.70%	9
	4

F6 - Basic Data and Voice

Total Orders	2	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	0.00%	4
		2

1179	Average Interval
52	(In Days)
4.41%	10
	3

F7 - VoicelData PSN Access Tie Trunk

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

350	Average Interval
7	(In Days)
2.00%	9
	7

F8 - VoicelData SSN Access

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

72	Average Interval
17	(In Days)
23.61%	22
	11

F9 - Voicemail SSN Intermachine Trunk

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F10 -Data Extension, Voice Grade

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F11 -Voice Grade Telephoto and Facsimile

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F12 - Protective Relay, Voice Grade

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA installation Detail Report
Qwest
 Third Quarter 2002

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
G1 - Program Audio, 200-3500 Hz					
Total Orders	0	Average Interval	19	Average Interval	
Due Dates Missed	0	(In Days)	1	(In Days)	
% Due Dates Missed	No Activity	0	5.26%	12	
		0		0	
G2 - Program Audio, 100-5000 Hz					
Total Orders	0	Average Interval	8	Average Interval	
Due Dates Missed	0	(In Days)	2	(In Days)	
% Due Dates Missed	No Activity	0	25.00%	8	
		0		4	
G3 - Program Audio, 50-8000 Hz					
Total Orders	0	Average Interval	24	Average Interval	
Due Dates Missed	0	(In Days)	8	(In Days)	
% Due Dates Missed	No Activity	0	33.33%	9	
		0		1	
G4 - Program Audio, 50-15000 Hz					
Total Orders	0	Average Interval	9	Average Interval	
Due Dates Missed	0	(In Days)	3	(In Days)	
% Due Dates Missed	No Activity	0	33.33%	19	
		0		9	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA InstallationDetail Report
Qwest
Third Quarter 2002

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
H1 -TV Channel 1 Way 15 kHz Audio				
Total Orders	2	Average Interval	45	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	0.00%	8	8.89%	14
		0		2
H2 -TV Channel 1 Way 5 kHz Audio				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA InstallationDetail Report
Qwest
Third Quarter 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
I1 -Digital Voice Circuit		
Total Orders	1 Average Interval	124 Average Interval
Due Dates Missed	0 (In Days)	11 (In Days)
% Due Dates Missed	0.00% 6 0	8.87% 8 2
I2 - Digital Data, 2.4 kbps		
Total Orders	0 Average Interval	65 Average Interval
Due Dates Missed	0 (In Days)	5 (In Days)
% Due Dates Missed	No Activity 0 0	7.69% 7 0
I3 - Digital Data, 4.8 kbps		
Total Orders	0 Average Interval	1 Average Interval
Due Dates Missed	0 (In Days)	0 (In Days)
% Due Dates Missed	No Activity 0 0	0.00% 14 0
I4 - Digital Data, 9.6 kbps		
Total Orders	0 Average Interval	297 Average Interval
Due Dates Missed	0 (In Days)	10 (InDays)
% Due Dates Missed	No Activity 0 0	3.37% 10 6
I5 - Digital Data, 56 kbps		
Total Orders	0 Average Interval	74 Average Interval
Due Dates Missed	0 (In Days)	5 (In Days)
% Due Dates Missed	No Activity 0 0	6.76% 8 2

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
Third Quarter 2002

AFFILIATE

ALL OTHERS

J1 -Dedicated Hicap Digital, 1.544 mbps

Total Orders	169	Average Interval
Due Dates Missed	16	(In Days)
% Due Dates Missed	9.47%	25
		1

46185	Average Interval
4627	(In Days)
10.02%	16
	6

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
Third Quarter 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
K2 - Dedicated Hicap Digital, 6.312 mbps				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
K3 - Dedicated Hicap Digital, 44.736 mbps				
Total Orders	16	Average Interval	2536	Average Interval
Due Dates Missed	4	(In Days)	353	(In Days)
% Due Dates Missed	25.00%	35	13.92%	21
		14		9
K4 - Dedicated Hicap Digital, >45 mbps				
Total Orders	105	Average Interval	303	Average Interval
Due Dates Missed	5	(In Days)	41	(In Days)
% Due Dates Missed	4.76%	12	13.53%	17
		1		3

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 Third Quarter 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1 - Smart PAL				
Total Orders	1274	Average Interval	19	Average Interval
Due Dates Missed	95	(In Days)	0	(In Days)
% Due Dates Missed	7.46%	10	0.00%	5
		1		0
L2 - Basic PAL				
Total Orders	1023	Average Interval	1849	Average Interval
Due Dates Missed	51	(In Days)	39	(In Days)
% Due Dates Missed	4.99%	12	2.11%	7
		4		0

The ~~1st~~ Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Detail Report
Qwest
 Third Quarter 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 -Business				
Total Tickets	155		150	
Average Interval in Hrs/Mns	2	28	3	1
A2 - PBX				
Total Tickets	127		1224	
Average Interval in Hrs/Mns	3	4	2	56
A3 - Centrex				
Total Tickets	112		133	
Average Interval in Hrs/Mns	2	42	4	18
A4 - WATS				
Total Tickets	0		20	
Average Interval in Hrs/Mns	No Activity		3	21
A5 - Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
A6 - Feature Group A				
Total Tickets	0		63	
Average Interval in Hrs/Mns	No Activity		2	46
A7 - Foreign Exchange				
Total Tickets	71		435	
Average Interval in Hrs/Mns	3	50	3	58

Quarterly ONA Maintenance Detail Report
Qwest
 Third Quarter 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
B1 -Feature Group B		
Total Tickets	0	22
Average Interval in Hrs/Mns	No Activity	1 17
B2 -Feature Group D		
Total Tickets	0	403
Average Interval in Hrs/Mns	No Activity	1 36
B3 - DID		
Total Tickets	126	957
Average Interval in Hrs/Mns	2 33	2 47

Quarterly **ONA** Maintenance Detail Report
Qwest
Third Quarter 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
C1 -Packet DDD Line		
Total Tickets	0	279
Average Interval in Hrs/Mns	No Activity	1 13
C2 - Packet Synchronous Access		
Total Tickets	0	103
Average Interval in Hrs/Mns	No Activity	1 11
C3 - Packet Asynchronous Access		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly **ONA** Maintenance Detail Report
Qwest
Third Quarter 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
D1 - Protective Alarm			
Total Tickets	0	63	
Average Interval in Hrs/Mns	No Activity	6	2
D2 - Protective Relay			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
D3 -Control Circuit			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	

Quarterly ONA Maintenance Detail Report
Qwest
Third Quarter 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 -Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
E2 -Telegraph 150 Baud		
Total Tickets	0	16
Average Interval in Hrs/Mns	No Activity	3 36

Quarterly ONA Maintenance Detail Report
Qwest
Third Quarter 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1 -Voice, Non-Switched Line				
Total Tickets	0		60	
Average Interval in Hrs/Mns	No Activity		3	51
F2 -Voice, Switched Line				
Total Tickets	378		2023	
Average Interval in Hrs/Mns	3	3	3	18
F3 -Voice, Switched Trunk				
Total Tickets	253		1991	
Average Interval in Hrs/Mns	1	44	1	57
F4 -Voice and Tone, Radio Land Line				
Total Tickets	0		182	
Average Interval in Hrs/Mns	No Activity		3	19
F5 - Data, Low Speed				
Total Tickets	1		147	
Average Interval in Hrs/Mns	2	43	2	25
F6 - Basic Data and Voice				
Total Tickets	22		5101	
Average Interval in Hrs/Mns	2	31	2	40
F7 - Voice/Data PSN Access Tie Trunk				
Total Tickets	0		190	
Average Interval in Hrs/Mns	No Activity		1	39
F8 - Voice/Data SSN Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F9 - Voice/Data SSN Intermachine Trunk				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F10 - Data Extension, Voice Grade				
Total Tickets	0		22	
Average interval in Hrs/Mns	No Activity		2	35
F11 -Voice Grade Telephoto and Facsimile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F12 -Protective Relay, Voice Grade				
Total Tickets	0		8	
Average Interval in Hrs/Mns	No Activity		3	2

Quarterly **ONA** Maintenance Detail Report

Qwest

Third Quarter 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
G1 -Program Audio, 200-3500 Hz		
Total Tickets	0	20
Average Interval in Hrs/Mns	No Activity	3 38
G2 -Program Audio, 100-5000 Hz		
Total Tickets	1	10
Average Interval in Hrs/Mns	3 45	1 43
G3 - Program Audio, 50-8000 Hz		
Total Tickets	2	52
Average Interval in Hrs/Mns	2 57	2 30
G4 - Program Audio, 50-15000 Hz		
Total Tickets	0	49
Average Interval in Hrs/Mns	No Activity	6 59

Quarterly ONA Maintenance Detail Report
Qwest
Third Quarter 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
H1 - TV Channel 1 Way 15 kHz Audio			
Total Tickets	0	49	
Average Interval in Hrs/Mns	No Activity	5	20
H2 - TV Channel 1 Way 5 kHz Audio			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	

Quarterly ONA Maintenance Detail Report
Qwest
Third Quarter 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
I1 - Digital Voice Circuit		
Total Tickets	40	95
Average Interval in Hrs/Mns	1 26	2 37
I2 -Digital Data, 2.4 kbps		
Total Tickets	0	76
Average Interval in Hrs/Mns	No Activity	1 54
I3 - Digital Data, 4.8 kbps		
Total Tickets	0	8
Average Interval in Hrs/Mns	No Activity	2 43
I4 -Digital Data, 9.6 kbps		
Total Tickets	0	271
Average Interval in Hrs/Mns	No Activity	2 24
I5 - Digital Data, 56 kbps		
Total Tickets	21	5546
Average Interval in Hrs/Mns	1 49	2 33

Quarterly ONA Maintenance Detail Report
Qwest
Third Quarter 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1 -Dedicated Hicap Digital, 1.544 mbps				
Total Tickets	332		17330	
Average Interval in Hrs/Mns	2	36	2	45

Quarterly ONA Maintenance Detail Report
Qwest
Third Quarter 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
K2 -Dedicated Hicap Digital, 6.312 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
K3 - Dedicated Hicap Digital, 44.736 mbps				
Total Tickets	4		298	
Average Interval in Hrs/Mns	1	56	1	29
K4 - Dedicated Hicap Digital, >45 mbps				
Total Tickets	2208		994	
Average Interval in Hrs/Mns	7	56	8	30

Quarterly **ONA** Maintenance Detail Report
Qwest
Third Quarter 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
L1 - Smart PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
L2 - Basic PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Detail Report - Tickets with Due Dates

Qwest

Third Quarter 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	12479	58526
Average Interval in Hrs/Mns	10:42:00	12:30:00
Due Dates Missed	803	4645
% Due Dates Missed	6.43%	7.94%
A2 - PBX		
Total Tickets	91	1831
Average Interval in Hrs/Mns	11:01:00	13:21:00
Due Dates Missed	14	253
% Due Dates Missed	15.38%	13.82%
A3 - Centrex		
Total Tickets	3629	15494
Average Interval in Hrs/Mns	12:02:00	12:28:00
Due Dates Missed	374	1841
% Due Dates Missed	10.31%	11.88%
A4 - WATS		
Total Tickets	0	12
Average Interval in Hrs/Mns	No Activity	5:50:00
Due Dates Missed	0	1
% Due Dates Missed	0.00%	8.33%
A5 - Mobile		
Total Tickets	1	3
Average Interval in Hrs/Mns	1:58:00	6:51:00
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
A6 - Feature Group A		
Total Tickets	2	60
Average Interval in Hrs/Mns	12:15:00	16:17:00
Due Dates Missed	0	16
% Due Dates Missed	0.00%	26.67%
A7 - Foreign Exchange		
Total Tickets	58	372
Average Interval in Hrs/Mns	15:20:00	14:06:00
Due Dates Missed	7	52
% Due Dates Missed	12.07%	13.98%

Quarterly ONA Maintenance Detail Report - Tickets with Due Dates

Qwest

Third Quarter 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 -Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
E2 -Telegraph 150 Baud		
Total Tickets	0	79
Average Interval in Hrs/Mns	No Activity	20:15:00
Due Dates Missed	0	37
% Due Dates Missed	0.00%	46.84%
